

## Incident Report

As of 11/2/2010

**Governor's Office**

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution	
	Low	FCR Total
Governor's Office	17	17
	14	14
Customer Company Total	17 14	17 14

## Incident Report

As of 11/2/2010

**Governor's Office**

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

**Top Number - Total Incidents**

**Bottom Number - Missed Initial Response**

Customer Company	Low	MIR Total
Governor's Office	17 0	17 0
<b>Customer Company Total</b>	17 0	17 0

## Incident Report

As of 11/2/2010

**Governor's Office**

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

**Top Number - Total Incidents**  
**Bottom Number -Average time in hours**

<b>Customer Company</b>	<b>Low</b>	<b>ATTIR Total</b>
Governor's Office	17 0.08	17 0.08
<b>Customer Company Total</b>	17 0.08	17 0.08

## Incident Report

As of 11/2/2010

**Governor's Office**

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

**Top Number - Total Incidents**  
**Bottom Number - Missed Resolution**

<b>Customer Company</b>	<b>Low</b>	<b>MR Total</b>
Governor's Office	17 0	17 0
<b>Customer Company Total</b>	17 0	17 0

## Incident Report

As of 11/2/2010

**Governor's Office**

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours	
	Low	ATTR Total
Governor's Office	17 0.10	17 0.10
Customer Company Total	17 0.10	17 0.10

# Incident Report

As of 11/2/2010

**Governor's Office**

## Detail

<b>INC000000198436</b>	Juliette Tennert	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 0.24
Help Desk	Brenda Treadway	Governor's Office	Low	Closed	TTR Missed: No	TTR: 0.24
<b>INC000000199220</b>	Ron Gordon	PC/Laptop	Virus	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000202657</b>	Tenielle Young	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000202660</b>	Stephen Coleman	PC/Laptop	Performance	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000202666</b>	Ted Wilson	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000204727</b>	Spencer Hadley	PC/Laptop	Error	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed: No	TTR: 0.00
<b>INC000000206351</b>	Jennifer Hemenway	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 0.20
Help Desk	Eileen Dubach	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.20
<b>INC000000206412</b>	Mark J Thomas	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000206669</b>	Jennifer Hemenway	PC/Laptop	None	Novell GroupWise	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000207327</b>	Sandra Naegle	Application	None	None	TIR Missed: No	TIR: 0.72
Capitol Desktop Support	Michael Hussey	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.72
<b>INC000000207348</b>	Diana Franca	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Burton Brown	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.18
<b>INC000000209096</b>	Jo Lynn Kruse	Network	Performance	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000209423</b>	Tenielle Young	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000209427</b>	Michael Kjar	Wireless Connectivity	Error	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000210084</b>	Brittany Barth	Telecom	Voice Mail	None	TIR Missed: No	TIR: 0.07
Voice Operations	Annette Nielsen	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.16
<b>INC000000210882</b>	Ashlee Buchholz	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	TTR: 0.00

**Incident Report**  
**As of 11/2/2010**

**Governor's Office**

<b>INC000000211436</b>	Brittany Barth	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.05
	Voice Operations	Annette Nielsen	Governor's Office	Low	Resolved	TTR Missed: No	TTR:	0.16